

REMARKS

Claim 1 was rejected under Section 102 as being anticipated by Price. However, Price does not receive a client request for help "related to a web page." Moreover, Price does not automatically provide information to "remotely access said web page."

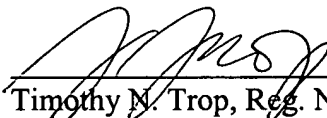
In short, Price has nothing to do with providing help related to a web page or enabling a remote access of the web page for which help is requested. Instead, Price simply relates to a call center providing information for customers. There is no way for the call center to automatically obtain the information needed to remotely access the web page for which the client is seeking help. No such technique is anywhere suggested in any of the material cited in the office action.

Therefore, reconsideration is respectfully requested.

For the same reasons, all of the other claims in the application are likewise in condition for allowance and the Examiner's prompt action is respectfully requested.

Respectfully submitted,

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